Community Sign In
User & Policy Guide
Revised October 2014

Homeless Youth and Young Adult Initiative

COMMITTEE TO
END HOMELESSNESS
KING COUNTY

Contents

Overview of Community Sign In

About Community Sign In

In 2011 and 2012, the Youth/Young Adult Homelessness Task Force developed early recommendations on the implementation of coordinated engagement. The *Priority Action Steps to Prevent and End Youth/Young Adult (YYA) Homelessness: An Implementation Plan*[1] was endorsed by the Committee to End Homelessness and the YYA Funders Group in early 2012, and identified coordinated engagement as one of three priority strategies.

Community Sign In (CSI) was proposed in this early planning as the first step toward coordinated engagement, as well as a further step toward coordinated data within the YYA continuum.

The Comprehensive Plan to Prevent and End YYA Homelessness[2] followed the work of the Task Force and identifies the following purpose for CSI:

The purpose of Community Sign In (launched in the fall of 2013), part of our coordinated engagement system for YYA, is to:

1. Divert YYA from homeless services when possible through family reunification,
2. Promote consistent data collection on YYA homelessness, and
3. Obtain a more comprehensive number of YYA who are using our continuum by aligning data collection at every drop in center, meal program and young adult shelter in the continuum of care.

YYA ages 13 to 25 complete Community Sign In the first time they arrive at any drop in center, meal program, or young adult shelter in the homeless YYA continuum.

Purpose of Community Sign In

1. **Divert YYA from homeless services when possible through family reunification**

CSI asks every young person, the <u>first</u> time they enter an agency in the homeless YYA continuum of care, for their name, date of birth, gender, and the following two questions:
- Are you currently homeless or without a stable place to live?
- Are you interested in talking with someone here about connecting with your family or another safe adult?

The question about connecting with family serves three purposes:
a. **Diversion:** Divert young people from housing/shelter services when possible, by providing them with the support – a staff member or volunteer – to talk with a family member or safe adult. If safe to do so, we divert youth who may be in crisis and "in the wrong place" before they have a chance to become street engaged.
  - Family Reunification Pilot, operated by Catholic Community Services and Friends of Youth, offers training of Going Home techniques for all service providers. Going Home training provides tools in initial family contact, safety planning, and housing

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stabilization planning for staff members or volunteers who talk with young people at CSI. Using information learned from Going Home trainings, staff may attempt reunification services with interested YYAs once it has been established that doing so does not compromise their safety.

- As part of the Family Reunification Pilot, five Going Home sites are committed to offering family reunification intervention at the time of CSI and may make referrals to the Family Reunification Specialist for additional services if needed. These Going Home sites have limited client assistance funds to support family reunification. The Going Homes sites are Auburn Youth Resources, Catholic Community Services, Friends of Youth, New Horizons, and Therapeutic Health Services. For Going Home sites, these questions are used to track outcome and date of family reunification services. Going Home sites should complete the questions related to family reunification services at the bottom of the CSI page (See Appendix 4)

b. **Communicate Options:** By asking the question – even though most young people are likely to say "no, I don't want to talk to my parent!" – we consistently introduce, across the continuum, that we are *able* to provide help around family.

c. **Collect Diversion Information:** The notes field on the CSI page is used to capture information about what is supportive to a young person who requests help in connecting with family the first time they arrive in a homeless YYA program. If a young person says "yes" to the family reunification question, providers are asked to record both what services *were provided* to that young person in connecting with family as well as what resource/service *would* have been helpful had it been available.

2. **Promote consistent data collection**

CSI gives us comparatively simple data points compared to, for instance, our regional homelessness management information system (HMIS), Safe Harbors.

The relative simplicity of CSI is designed to strengthen the consistency of data collection at the point of a young person's entry – a tool that is easy enough to use the same way at every agency front door, by busy staff and volunteers.

CSI changes the way young people experience entering our programs. Prior to CSI, young people were asked for their personal information in a variety of ways and different information was required at each agency. CSI begins to standardize this, so that young people experience a similar request for their information in every continuum program, communicating coordination among agencies and respect for YYA's personal information.

3. **Obtain a more comprehensive number of YYA who are using our continuum by aligning data collection at every drop in center, meal program and young adult shelter in the continuum**

CSI data will be evaluated against HMIS and Youth Housing Connection data, and will help us answer the following types of questions:
- How many YYA do we see across our homeless YYA programs in a given time period?
- What are some basic demographic characteristics of those young people?
  - These demographics are especially key for YYA who never consent to HMIS or enter a program enrolling them in HMIS, such as case management or job training.
- What is the level of need around family reunification?

- o How many youth request assistance on their first occasion in a homeless YYA program?
- o What is or would be effective with those youth?
- o Do we see an increase in services to help YYA connect with family if we consistently communicate this as an option?
- How much time passes between entering a drop in, meal program or young adult shelter and connecting back with a safe adult or safe housing in the continuum?
- Which young people walk in our doors and do not enter programs with additional supports or housing later? What young people have unknown exits?

Definitions

Continuum of care or continuum	Agencies and/or programs in King County who have an explicit mission to serve homeless YYA.
Front doors	Entry point to programs/locations where CSI is being implemented. CSI is being implemented initially at young adult shelters, drop in centers/programs for homeless YYA and meal programs for homeless YYA. CSI is completed at the time a young person enters and signs in.

Participating Front Doors

The following continuum front doors are (as of October 2014) participating in Community Sign In:

Agency Name	Locations/Program
Auburn Youth Resources	Arcadia Drop In, Arcadia Shelter, SKYS, ProYouth Case Management, FRP/Going Home Site
Friends of Youth	Drop in, The Landing Shelter, FRP/Going Home Site
New Horizons Ministries	Drop In, FRP/Going Home Site
PSKS	Drop In
ROOTS	Shelter
Sanctuary Arts Center	Art Center Drop In
Street Youth Ministries	Drop in
Teen Feed	In Reach Drop In
Catholic Community Services	University District Youth Center Drop In, FRP/Going Home Site
YMCA	The Center
YouthCare	James W Ray Orion Center Drop In

Ethical Guidelines

CSI respectfully and ethically requests and stores homeless and unstably housed young people's personal information. Data will only be shared at the aggregate level to protect young people's confidentiality.

Partner Agreement

The Community Sign In Participating Provider Agreement (see Appendix 1) specifies the following to ensure consistent and ethical data collection:

Provider Agency Agrees To:
- Set up a consistent process to ensure YYA ages 13-25 who are new to your agency are asked to complete Community Sign In – either on paper or on a computer – at the front door of your program.
    - Have a computer/laptop/mobile device at the front door where YYA walk in for services [if possible for your location], Safe Harbors version 5 downloaded, and username/password and license key for all users of CSI; or
    - Have paper versions of consent/ enrollment forms for CSI.
- Abide by the [Safe Harbors User Responsibility Code of Ethics Agreement](http://safeharbors.org)[3]. File a copy of the form signed by each user with Safe Harbors and notify the identified database lead at Catholic Community Services.
- Search for YYA in the database if you are unaware if the YYA has a record in the system.
- Obtain written consent for every YYA your agency enters into CSI and keep hard copies or secure electronic copies on file. Treat all YYA personal information with respect and acknowledge that YYA privacy is a high priority.
- Ensure that the YYA is fully informed of their options and what CSI entails.
- Communicate the value and purpose of CSI to YYA and advocate for YYA participation in this coordinated data initiative.
- Ensure that YYA information is entered in the CSI database within 7 days.
- Communicate database concerns immediately to the identified database lead at Catholic Community Services.
- Identify one lead CSI staff person from your program and ensure that they are present at regular meetings to represent your program and help support the launch of CSI and troubleshoot any issues moving forward.
- Run a management report at least monthly to confirm your activity is being reported correctly (see Appendix 5, Data Quality Reports, for instructions). Also, ensure consent forms are on file for each YYA entered.
- Have revocation of consent forms available for YYA and communicate revocation to the identified database lead at Catholic Community Services within three days by faxing a copy of the form. Keep the hard copy or secure electronic copy of the revocation of consent form on file.
- Adhere to the CSI User/Policy Guide regarding user agreements and how YYA information should/should not be used.
- NOT deny YYA access to services if they do not consent to CSI.

Committee to End Homelessness Youth and Young Adult Initiative Agree To:
- Provide accurate and timely information regarding the implementation of Community Sign In.
- Host ongoing opportunities for provider feedback and input related to the implementation of CSI.
- Respond to provider concerns and issues within three business days.

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[3] http://safeharbors.org/Documents/Forms/User%20Responsibility%20Code%20of%20Ethics%20Agreement.pdf

- Provide ongoing database training for agency staff and volunteers, including client data confidentiality for CSI utilizers.
- Ensure that the King County Evaluation Unit, in conjunction with YHC, run reports to de-duplicate records in CSI.
- Provide CSI data to partner agencies quarterly during the first year of launch, which has been reviewed by the YYA Evaluation Team prior to broader dissemination.

User Responsibility Code of Ethics

The Safe Harbors User Responsibility Code of Ethics form provides an overview of client confidentiality and inputting into a data system with integrity. Although CSI data is directed to a different location for storage – not within the Washington Department of Commerce HMIS supported by the Safe Harbors team– the CSI page and entry point are within Safe Harbors. Safe Harbors is a partner in CSI training, technical assistance, and future development. CSI requires the Safe Harbors User Responsibility Code of Ethics form for these reasons, and to streamline the process by aligning with existing requirements.

New CSI users send their completed Safe Harbors User Responsibility Code of Ethics form to Safe Harbors to be kept on file, and send confirmation that the form has been completed to the Committee to End Homelessness YYA Initiative and CCS prior to obtaining a user log in for CSI. The Committee to End Homelessness YYA Initiative clears users to access the system, CCS administers the log in information and passwords.

Informed Consent

Overview
A YYA between the ages of 13 – 25 can consent to share their CSI enrollment with *only* the agency enrolling them ("nonconsenting") or with *all* agencies participating in CSI ("consenting"). If a YYA is nonconsenting, they will be asked to complete CSI at every participating CSI agency.

If a YYA refuses participation in CSI altogether (i.e. not answering the questions, not answering the questions completely, or not providing their name), agency policies around what information is required from a young person prior to entering the program then apply. *A YYA is not denied access to a program due to refusing to complete CSI.*

Please see Appendix 2 for the Community Sign In Consent and Release Form.

The CSI Consent and Release form is kept on file at the agency that first conducted CSI with the YYA – or on file at each agency that conducts CSI with the YYA who is nonconsenting – for 7 years. Future enhancements of the CSI page may include the ability to scan and attach consent forms.

What is informed consent?
Informed consent means that a young person is informed by a CSI agency staff person of options for participating in the CSI system and then specifically asked to consent to have their identifying information entered and shared with the other participating service providers in King County.

According to Washington State law (RCW 43.185C.180), everyone must be informed of their options for participating in a HMIS and must consent in writing that they understand the options and risks of participating or sharing data in an HMIS. People who are 18 years of age or older and unaccompanied minors who are under 18 must sign a consent form. The consent form is then kept on file for seven years at the agency enrolling the person into CSI.

CSI data will never be used to deny services, shared with law enforcement (except when required by law), or used in any way other than to improve homeless housing and supportive services. Consented data helps the community better understand the needs of young people and is used to improve services throughout King County.

What does it mean if someone refuses consent?
If a young person refuses consent, it means that person wants their identifying information used only within the agency enrolling them into CSI and doesn't want that information shared with any of the other agencies participating in CSI. The person's record will have the personal identifiers (First Name and Last Name, Date of Birth, and Gender) and answers to the CSI questions available only to staff at the enrolling agency. This record will not be accessible through the CSI Client Services Search to programs outside the originating agency.

What if a young person who didn't give consent at one agency wants to give consent at a different agency?
Staff at the second agency should create a new, shared record in the system, filling out all of the required data elements. The same process is followed if a YYA changes their mind and wants to give consent at the same agency.

How do I avoid creating multiple records in the CSI for the same person (duplication) if that person doesn't consent to share?
There is no way to prevent duplication. Honoring the person's choice and protecting their privacy is CSI's priority. If a young person refuses consent to share, there should be no shared record. If that person is served by another agency an additional record will be created at that agency.

The King County Evaluation Unit will have the ability to confidentially de-duplicate records in the system for data quality and evaluation purposes.

Revocation of Consent

The procedure when a YYA revokes consent is as follows:
The Safe Harbors revocation form has been modified for CSI and will be made available to any YYA who requests to revoke consent, at any agency. Once requested and completed by a YYA, the revocation of consent form is sent to Karl Jenkinson at Catholic Community Services (CCS) by fax (not email) at 206-328-6842. The agency also keeps a copy of the revocation of consent form on file.

Karl Jenkinson is responsible for receiving the revocation forms and removing the client record in the system. At the time the record is removed, the agency who first entered the YYA will be notified by CCS and that agency will make a note on the original consent form on file at the agency.

See Appendix 3 for the Revocation of Client Consent Form.

Talking with youth and young adults about CSI

The following speaking points are recommended when telling young people about Community Sign In and asking for their participation and consent:

You can help us advocate ... Purpose/Mission of CSI:
- The purpose of Community Sign In is to accurately talk about the number of youth and young adults who are homeless and using programs like this one so that we are able to advocate for necessary services and support.
- Entering data is an opportunity to tell your story.
- CSI is similar to Count Us In and the One Night Count – it helps people in the community understand that homeless youth exist and need support.

Your information will be protected ... Security/Integrity of CSI:
- Data will not be shared with agencies/individuals outside of the YYA agency community and when information is reported it is de-identified – your name will not be shared.
- CSI data will never be used to deny you services, shared with law enforcement (except when required by law), or used in any way other than to improve services for homeless young people.
- Consented data helps the community better understand the needs of young people and is used to improve services throughout King County.

Using CSI

Community Sign In User Guide

See Appendix 4 for the one page CSI Database User Guide. Consider laminating a copy of this user guide and having it available for reference at the front door where you are signing YYA in.

Please Note: With few exceptions, data is only entered at the time of a YYA's first entry into CSI. The information is a "snapshot" of a point in time, not an ongoing log of what programs a young person enters or what prevention services a YYA receives.

Entering a YYA: Hi Fi and Lo Fi Options

Agencies have two options to administer CSI at their agency front doors:
1. Enter YYA at the front door "live" into CSI ("hi fi" option). Use CSI Consent and Release Form at the front door ("lo fi" option) to gather CSI information. Partner agency ensures that YYA information is entered in the CSI database within 7 days. See Appendix 2 for the CSI Consent and Release Form.

If entering YYA "live" into CSI:
- Have the computer/laptop/device available to conduct CSI staffed at all times to ensure client data is protected and to ensure YYA who request to speak with someone about connecting with a family member or safe adult receive follow up whenever possible.
- Ensure that client data is protected, particularly in high traffic program areas – position screen away from where other YYA can view it or install a protective film on the screen.

- *Unless CSI program entry is known to staff/volunteer conducting CSI* – look up each young person when they enter to ensure they have completed CSI.
- Have a YYA complete a consent form at the front door prior to entering their data into CSI. Have Revocation of Client Consent forms also available, should a YYA request one.

If entering YYA "lo fi" into CSI:
- Have a staff person or a volunteer responsible for paper forms at all times to ensure client data is protected and to ensure YYA who request to speak with someone about connecting with a family member or safe adult receive follow up whenever possible.
- Use the provided CSI Consent and Release Form (Appendix 2), so that the experience is uniform for YYA.
- *Unless CSI program entry is known to staff/volunteer conducting CSI,* ask them to complete the Consent Form at the front door. The Consent Form includes all information needed for CSI. . Ensure First Name, Last Name, and gender are given at this time so that a record can be created.
- Enter the young person in CSI within 7 days. Search for the YYA prior to entering the record in CSI. You may find that the YYA has been entered and is consenting within CSI already, in which case, do not modify or edit the record and shred the consent form.

Entering a YYA: Diversion Question & Notes Field

One purpose of CSI is to obtain more information about diversion/family reunification to build understanding around best practices and to better advocate for prevention, family reunification and diversion funding.
- o How many youth request assistance on their first occasion in a homeless YYA program?
- o What is or would be effective with those youth?
- o Do we see an increase in services to help YYA connect with family if we consistently communicate this as an option?

If a young person indicates that they are interested in talking with someone about connecting with family or another safe adult, follow these steps:
1. Where possible, ensure the YYA is connected with a staff member or trained volunteer on the floor who can talk with the YYA about their situation.
    - Family Reunification Pilot, operated by Catholic Community Services and Friends of Youth, offers trainings on Going Home techniques for all service providers. Going Home trainings provide tools in initial family contact, safety planning, and housing stabilization planning to those staff members or volunteers who are talking with young people at CSI. Using information learned at the Going Home training, staff may attempt reunification services with interested YYAs once it has been established that doing so does not compromise their safety.
    - Going Home Sites (Auburn Youth Resources, Catholic Community Services, New Horizons, Therapeutic Health Resources and Friends of Youth) are committed to offering family reunification intervention at the time of CSI and have limited client assistance funds to support family reunification. These Going Home sites may make referrals to the Family Reunification Specialist for additional services if needed. ***Friends of Youth Family Reunification Specialist*** will help youth reconnect with and enlist support from their immediate and extended family and natural supports to end homelessness and begin housing stability with support.
2. Refer the youth to National Safe Place if appropriate. (See Decision Tree for Runaway Homeless Youth Service Providers.)

3. Determine appropriate response based on agency policies and resources.
4. <u>Where Possible</u>: Ensure the staff member or trained volunteer who talked with the YYA returns to the staff/volunteer conducting CSI prior to the end of the program time/shift to enter the following in the notes field:
    - What services *were provided* to that young person in connecting with family?
    - What resource/service *would* have been helpful had it been available?

If a young person is unsure if they are interested in talking with someone about connecting with family or another safe adult, mark "no" in CSI, but provide follow up with the YYA. If they, after further conversation that day, are interested and resources are provided:
1. Ensure the staff member or trained volunteer who talked with the YYA returns to the staff/volunteer conducting CSI prior to the end of the program time/shift to enter the following
    a. In the record:
        i. Change the response to "yes".
    b. In the notes field:
        i. What services *were provided* to that young person in connecting with family?
        ii. What resource/service *would* have been helpful had it been available?
2. Family Reunification Pilot/Going Home Sites will update the Family Reunification Outcome and Date in the CSI entry

Agencies will not be evaluated or penalized on the basis of not having resources to support the young person. The narrative information in the notes field will be used to build understanding around best practices and to better advocate for prevention, family reunification, and diversion funding.

Entering a YYA: Frequently Asked Questions

1. **Do we enter a record that is incomplete?**
    a. <u>A YYA's record must be complete to be entered</u>. Do not save a record if a YYA does not answer completely. A complete record is the following:
        i. First name, last name, consent, date of birth, gender and youth questionnaire responses.
        ii. If a YYA refuses to give first and last name, a first and last street name can be used. Legal first and last name are preferred to ensure data quality. Encourage YYA to give street name the same way at each front door so their entry into CSI can be verified.

2. **Do we update or correct a YYA's record once they are entered in CSI?**
    a. <u>A YYA's record will not be modified once entered.</u> A YYA record is created the first time they enter a CSI front door (or once at each front door if the YYA is nonconsenting) and is only modified day of entry is the YYA if unsure of speaking with a staff about family reunification (see above), at the time of a housing assessment or if the YYA revokes consent and their record is removed.

3. **How do agencies share the consent form?**
    a. The consent form is kept on file at the agency that first conducted CSI with the YYA – or on file at each agency that conducts CSI with the YYA who is nonconsenting. Future enhancements of the CSI page may include the ability to scan consent forms and store them electronically.

4. **What data is entered into the notes field?**
    a. <u>Only enter information related to the diversion question in the notes field</u> and only for YYA who respond "yes" to the diversion question. In a few sentences, describe what services *were provided* to that young person in connecting with family and what resource/service *would* have been helpful had it been available.
    b. Data is only entered at the time of a YYA's first entry into CSI. The information is a "snapshot" of a point in time, not an ongoing log of the prevention or diversion services a YYA receives.

CSI Data

Purpose and application of CSI data:

CSI data will be combined with data from Youth Housing Connection and Safe Harbors HMIS for the purpose of further analysis. YYA names and other identifying information will not be included in any reports or publications. Limited staff members in the King County YYA Evaluation Unit and Youth Housing Connection database staff who have signed confidentiality agreements will be able to see the information.

The Homeless YYA Initiative will provide CSI data to partner agencies quarterly during the first year of launch. Data will be reviewed by the YYA Evaluation Team prior to broader dissemination.

CSI data may be disclosed to public and private funders and policy makers to evaluate services needed (particularly prevention/family reunification services), to impact public policy and to understand the homeless and at risk population. Names and other identifying information will not be included in any reports or publications.

CSI data might be disclosed to the general public *after review by the YYA Evaluation Team and Advisory Group* to impact public policy, build community support and to understand the homeless and at risk population.

CSI data will not be used to determine actual need at the agency level or to determine funding levels by program. CSI data will not be used to penalize providers/agencies, until such time as contracts clearly specify requirements around CSI. CSI data will not be used to track what services a YYA is using or to directly inform case planning.

Dissemination of CSI Data

System-wide data will be available quarterly to providers and funders in the first year of implementation – pulled by King County Evaluation and shared by the Homeless YYA Initiative to guide planning efforts.
    a. Number of YYA using our continuum, basic demographics, homeless status
    b. Number of YYA who express interest in family reunification on night one
    c. Where feasible, outcome/detail around family reunification (notes field)

Maintenance

Training

The Homeless YYA Initiative is leading the launch of CSI and will provide training for the first year. At this time, King County's contract with CCS will be renewed and it will be determined what entity(s) are responsible for training moving forward. Trainings will occur alongside the monthly Stakeholder Forums in year one on an as-needed basis.

Data, confidentiality, and user ethics are addressed by the Homeless YYA Initiative in partnership with Safe Harbors staff as part of the CSI trainings.

Data Quality and Reporting

The King County YYA Evaluation Unit will work with CCS to run reports quarterly and de duplicate records in CSI. De duplication will occur prior to running quarterly data pulls from CSI to share with the YYA Evaluation Team and subsequently the provider and funder community. Given the small number of fields, only exact matches in the following fields will be considered duplicates: first and last name, date of birth and gender.

Each agency has a management report available within the CSI database, retrievable by the user for their location only for the specified date range (see Appendix 5 for instructions on Data Quality Reports). Quality assurance is the responsibility of the agency.

Future of CSI

During the first year of YHC, CSI will be maintained by King County and exists outside the Washington Department of Commerce HMIS as part of Youth Housing Connection. CSI is well-positioned to be integrated into new systems as determined by the Homeless YYA Initiative in the future – maintenance and quality assurance will need to be addressed.

As a community of providers and funders, we need to ensure CSI does not produce a chilling effect on YYA, making our services less accessible to YYA due to the data we are collecting at the front door. A schedule of consistent monitoring, initially through CSI Troubleshooting Meetings, will be established – initially based on provider input, later based on a review of enrollment data in HMIS.

We Welcome Your Feedback
We are continually trying to improve the Community Sign-in program. If you have any suggestions for improving the data entry process or engaging with YYAs, please forward your suggestions to megan.gibbard@cehkc.org.
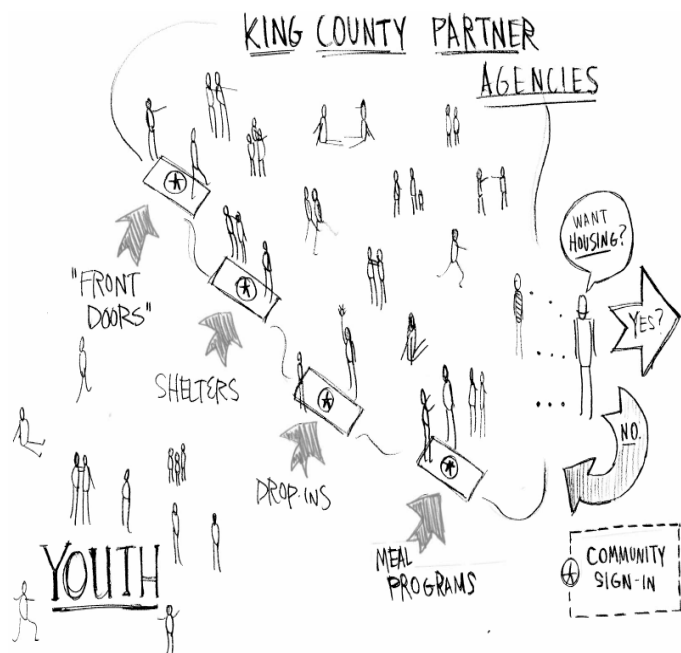
Community Sign In
Participating Provider Partner Agreement

Community Sign In, part of our coordinated engagement system for homeless youth and young adults, is a tool to help divert YYA from services when appropriate, promote consistent data collection, and obtain a more comprehensive number of YYA who are homeless and accessing services across our continuum.

As an agency who provides services to homeless YYA through a drop in center, meal program, or young adult shelter, you agree to participate in Community Sign In and commit to the following:

Provider Agency Agrees To:
- Set up a consistent process to ensure YYA ages 13-25 who are new to your agency are asked to complete Community Sign In – either on paper or on a computer – at the front door of your program.
    o Have a computer/laptop/mobile device at the front door where YYA walk in for services [if possible for your location], Safe Harbors version 5 downloaded and username/password and license key for all users of CSI.
    o Have paper versions enrollment forms for CSI in case of computer or database connectivity issues.
- Abide by the Safe Harbors User Responsibility Code of Ethics Agreement[4]. File copy of the form signed by each user with Safe Harbors and notify the identified database lead at Catholic Community Services.
- Search for YYA in the database if you are unaware if the YYA has a record in the system.
- Obtain written consent for every YYA your agency enters into CSI and keep hard copies or secure electronic copies on file. Treat all YYA personal information with respect and acknowledge that YYA privacy is a high priority.
- Ensure that the YYA is fully informed of their options and what CSI entails.
- Communicate the value and purpose of CSI to YYA and advocate for YYA participation in this coordinated data initiative.
- Ensure that YYA information is entered in the CSI database within 7 days.
- Communicate database concerns immediately to the identified database lead at Catholic Community Services.
- Identify one lead CSI staff person from your program and ensure that they are present at regular meetings to represent your program and help support the launch of CSI and troubleshoot any issues moving forward.
- Run a management report at least monthly to confirm your activity is being reported correctly. Also, ensure consent forms are on file for each YYA entered.
- Have revocation of consent forms available for YYA and communicate revocation to the identified database lead at Catholic Community Services within three days by faxing a copy of the form. Keep the hard copy or secure electronic copy of the revocation of consent form on file.
- Adhere to the CSI User/Policy Guide regarding user agreements and how YYA information should/should not be used.
- NOT deny YYA access to services if they do not consent to CSI.

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[4] http://safeharbors.org/Documents/Forms/User%20Responsibility%20Code%20of%20Ethics%20Agreement.pdf

APPENDIX 1

Committee to End Homelessness Youth and Young Adult Initiative Agrees To:

- Provide accurate and timely information regarding the launch and implementation of Community Sign In.
- Host ongoing opportunities for provider feedback and input during launch and implementation of CSI.
- Respond to provider concerns and issues within three business days.
- Provide database training for agency staff and volunteers as needed, including client data confidentiality for CSI utilizers.
- Ensure that the King County Evaluation Unit, in conjunction with YHC, run reports to de-duplicate records in CSI.
- Provide CSI data to partner agencies quarterly during the first year of launch, which has been reviewed by the YYA Evaluation Team prior to broader dissemination.

Partner Agency	Committee to End Homelessness YYA Initiative
_____ Agency Name	
_____ Agency Staff Signature	_____ YYA Initiative Signature
_____ Date	_____ Date

Community Sign In | Consent and Release Form

I, _____, on _____ :

       (*print your name*)   (*print today's date*)

1. Understand that I'm being asked to participate in Community Sign In (CSI.)
   Community Sign In is sponsored by the Committee to End Homelessness' Homeless Youth and Young Adult Initiative <u>to better plan for providing services across the county</u>.

2. Understand that I'm being asked to provide the following information about myself:
   - My first and last name
   - My date of birth and my gender
   - Whether I consider myself homeless
   - Whether I am interested in support *at this time* to reunify with my family or a safe adult

3. Understand that my participation is voluntary. I hereby give my consent to this agency to share my information with all CSI agencies in King County (*check yes or no*)

   _____ Yes   _____ No [*Checking "no" means that my information with be seen only within the agency enrolling me.*]

4. Understand that my information will be used only to determine whether I have been included in Community Sign In and my personal information will be protected. I further understand that my decision to share or not share my information in no way affects services I might receive from any of the participating CSI agencies. Only a limited few staff members at King County who have signed confidentiality agreements will be able to see this information.

5. Understand that, if I consent to share my personal information among all agencies participating in CSI, I can revoke this consent at any time by a) contacting any CSI agency, b) filling out a "Revocation of Client Consent Form" which will be immediately provided to me by the agency.

6. Understand that my data will be kept/stored for up to 7 years.

7. Understand that my signature on this consent and release form indicates that I have read the above, or had it read to me, and that I understand. I have also had the opportunity to ask any questions.

_____   _____
Signature   Witness Signature

_____   _____ _____
Printed Name   Date   Printed Name of Witness   Date

Gender (check one): ☐ MALE ☐ FEMALE ☐ TRANSGENDER ☐ OTHER   Date of Birth: _____

Are you currently without a stable place to live or homeless? (check one)   ☐ YES ☐ NO

Are you interested in talking with someone here about connecting with your family or another safe adult?   ☐ YES ☐ NO

We Welcome Your Feedback
We are continually trying to improve Community Sign-In. Please forward your suggestions to megan.gibbard@cehkc.org or 206-263-2974. Again, thank you for your help in this important effort to reduce homelessness.

APÉNDICE 2

Community Sign In | Formulario de consentimiento y liberación de responsabilidad

Yo, _____,   el _____ :
(*escriba su nombre en letra de molde*)   (*escriba la fecha de hoy*)

8. Comprendo que se me está solicitando que participe en Community Sign In (CSI).
    Community Sign In es patrocinado por la Iniciativa para Jóvenes y Adultos Jóvenes Indigentes del Comité para Evitar la Indigencia <u>para planear mejor cómo proporcionar servicios en todo el país.</u>

9. Comprendo que se me está solicitando que proporcione la siguiente información sobre mí mismo:
    o   Mi nombre y apellido
    o   Mi fecha de nacimiento y sexo
    o   Si me considero indigente
    o   Si estoy interesado en recibir apoyo *en este momento* para reunirme con mi familia o con un adulto seguro

10. Comprendo que mi participación es voluntaria. Por este medio otorgo mi consentimiento para compartir mi información con todas las agencias CSI en el condado de King (*marque sí o no*)

    _____ Sí   _____ No [*El marcar "no" significa que mi información sólo será vista al interior de la agencia que me inscribe.*]

11. Comprendo que mi información será usada solamente para determinar si he sido incluido en Community Sign In y que mi información personal estará protegida. Comprendo además que mi decisión respecto a compartir o no mi información de ningún modo afecta los servicios que podría recibir de ninguna de las agencias CSI participantes. Sólo unos pocos miembros del personal del Condado de King que hayan firmado acuerdos de confidencialidad podrán ver esta información.

12. Comprendo que, si consiento a compartir mi información personal entre todas las agencias que participan en CSI, puedo revocar este consentimiento en cualquier momento a) contactando a cualquier agencia CSI, b) llenando un "Formulario de revocación de consentimiento del cliente" que me proporcionará inmediatamente la agencia.

13. Comprendo que mis datos se conservarán/almacenarán hasta por 7 años.

14. Comprendo que mi firma en este formulario de consentimiento y liberación de responsabilidad indica que he leído lo anterior, o que he hecho que alguien me lo lea, y que lo comprendo. También he tenido la oportunidad de hacer las preguntas que desee.

_____   _____
Firma   Firma del testigo

_____   _____ _____
Nombre en letra de molde   Fecha   Nombre del testigo en letra de molde   Fecha

Sexo (marque uno): ☐ MASCULINO ☐ FEMENINO ☐ TRANSGÉNERO ☐ OTRO   Fecha de nacimiento: _____

¿Actualmente no tiene un lugar estable para vivir o se encuentra indigente? (marque una)   ☐ SÍ ☐ NO

¿Está interesado en hablar con alguien de aquí sobre la posibilidad de ponerle en contacto con su familia o con otro adulto seguro?   ☐ SÍ ☐ NO

Agradecemos su opinión
Siempre estamos tratando de mejorar Community Sign-In. Por favor envíe sus sugerencias a megan.gibbard@cehkc.org o llamando al 206-263-2974. De nuevo, gracias por su ayuda en este importante esfuerzo para reducir la indigencia.

APPENDIX 3

Community Sign-In | Revocation of Client Consent Form

I, _____ , **revoke permission to** include my personal identifiers in Community Sign In.

By revoking consent, I am aware that the identified information I have in Community Sign In will be removed.

This information will be removed:
- Name (If provided)
- Street Name (If provided)
- Day and Month of Birth (If provided)
- Gender (If provided)
- Homeless Status
- Response to question about interest in talking with staff around connecting with a family member or safe adult

By signing this, I am showing I understand that:
- The purpose of sharing information in Community Sign In is to help improve the services I receive, and for the community as a whole.
- The agency serving me is voluntarily participating in Community Sign In to better advocate for necessary services and support for homeless youth and young adults.
- The Agency may not deny me service if I do not give them permission to maintain my data in Community Sign In or share it with other agencies.
- I am entitled to receive a copy of this completed form from this agency. At any time I may request this agency verify that my identified information has been removed from Community Sign In.

_____   _____
Signature   Witness Signature

_____   _____
Printed Name   Printed Name of Witness

_____   _____
Date   Date

Community Sign-In | Revocación de formulario de consentimiento del cliente

Yo, _____ , **revoco mi permiso para** incluir mi información de identificación personal en Community Sign In.

Al revocar mi consentimiento, estoy consciente de que la información de identificación que tengo en Community Sign In será eliminada.

Esta información será eliminada:
- Nombre (si se proporcionó)
- Calle (si se proporcionó)
- Día y mes de nacimiento (si se proporcionaron)
- Sexo (si se proporcionó)
- Situación de indigencia
- Respuesta a la pregunta sobre el interés en hablar con personal respecto a ponerle en contacto con un miembro de su familia o un adulto seguro

Al firmar esto, afirmo que comprendo que:
- El objetivo de compartir información en Community Sign In es ayudar a mejorar los servicios que recibo, y para la comunidad entera.
- La agencia que me da servicio participa voluntariamente en Community Sign In para promover mejor los servicios y apoyos necesarios para jóvenes y adultos jóvenes indigentes.
- La agencia no puede negarme servicio por no darles permiso para conservar mis datos en Community Sign In o para compartirlos con otras agencias.
- Tengo derecho a que esta agencia me entregue una copia de este formulario lleno. En cualquier momento puedo solicitar que esta agencia verifique que mi información de identificación ha sido eliminada de Community Sign In.

_____   _____
Firma   Firma del testigo

_____   _____
Nombre en letra de molde   Nombre del testigo en letra de molde

_____   _____
Fecha   Fecha

APPENDIX 4

Community Sign In Database User Guide

Thank you for participating as a "front door" in Community Sign In. Community Sign In is the first step in Youth Housing Connection – the coordinated way young people access housing and services in King County. Your participation will help King County and your agency better plan and fund programs to reduce the number of youth and young adults (YYA) who are homeless every night.

This User Guide provides step-by-step instructions for entering YYA into the Adsystech Enginuity database. The whole process should take less than five minutes.

Instructions
1. On your computer, go to the Windows Desktop, then double-click the **Enginuity** icon. The Adsystech login page will appear. If there is no Enginuity icon, call the support contact provided in step 2.

2. On the **Login** page, enter the **User ID** and **Password** given to you from your agency CSI lead, then click **Start**. If you do not remember your user ID or password, call Community Sign In technical support located at Catholic Community Services at 206-328-5920 and speak to Karl Jenkinson [KarlJ@ccsww.org]. Your user ID and password are unique to you; please keep them safe and don't share them with anyone.

3. In the left navigation tree, click the **Housing Provider** role, and then **Community Sign In**. You should see this:

4. Any time your agency is open for drop in, greet entering the young person at the front door. Ask them their name and invite them over to your computer/check-in desk. If they are new to your agency, explain Community Sign In and ask for their consent to enter a few pieces of information.

The purpose of Community Sign In is to be able to accurately describe the number of youth and young adults who are homeless and using services, so that we are able to advocate for necessary support. Your personal information is never shared with others without your permission. I'm going to ask you a few simple questions. Could I have your permission to share your name with other Community Sign In front doors so that you have to complete Community Sign In only once?

   a. If "yes", YYA consents – have them check the appropriate box on the CSI consent form and sign.
   b. If "no", YYA does not consent – have them check the appropriate "agency only" box on the CSI consent form and sign.
   c. During data entry, mark corresponding "yes" or "no" on the CSI page under "Consent to share with agencies doing Community Sign In?"
   d. Agency is to keep consent forms on file in accordance with CSI policy.

Process: Direct Entry into Community Sign In

1. On the **Community Sign In** page, type in the person's **FirstName** and **LastName** or **Street Name** and then click **Search**. You can enter partial names. The system searches on all or any of the fields you entered and returns a list of matches.

2. On the **Select From Existing Customers** page,

3. Do one of the following:

   a. If the person has a match, their record will appear in the **Select From Existing Customers** page:
      i. Click the row that matches the person, and then click **Select**.
      --or--
   b. If the person doesn't have a match, the message "Your search returned 0 results" will appear:
      i. Click **Add Youth**.
      ii. Type the in the **FirstName** and **LastName** and **DateOfBirth**, select **Gender** from the dropdown list, and then click **Save**.
      iii. In the **Youth Questionnaire** section, click **Add**.
      iv. Ask the person each question and record their answer by selecting the appropriate response from the dropdown list.
      v. Click **Save**.

4. Family Reunification Pilot agencies complete questions at the bottom of the page for young people who are receiving services

5. Thank the person for taking the time to participate in the Community Sign-in program.

Process: "Low Fi" Entry into Community Sign In

1. If it is a young person's first time in the program, ask them to fill out a CSI Consent and Release Form. Explain Community Sign In and obtain consent. Keep all paperwork confidential and with a staff or volunteer at all times.

2. Within one week at the latest, but preferably sooner, log into the Community Sign In page and enter all YYA who reported being new to program, following steps 1 – 4 under direct entry process.

3. Agency is to keep Community Sign Consent and Release Forms on file in accordance with CSI policy.

We Welcome Your Feedback

We are continually trying to improve the Community Sign-in program. If you have any suggestions for improving the data entry process or engaging with YYAs, please forward your suggestions to megan.gibbard@cehkc.org or 206-263-2974.

# Community Sign In Data Quality Reports

This section provides step-by-step instructions for checking data quality by running the Consent Count Report in the Adsystech Enginuity database.

Instructions

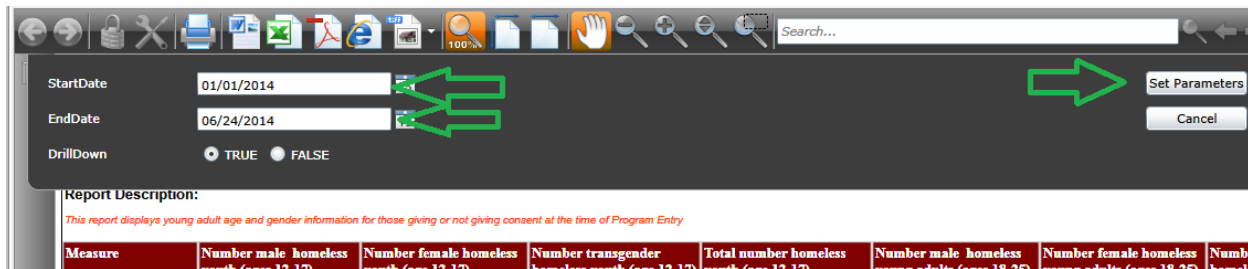1. Open Enginuity and look at the bottom of the **Navigation** pane for the **Reports** role.
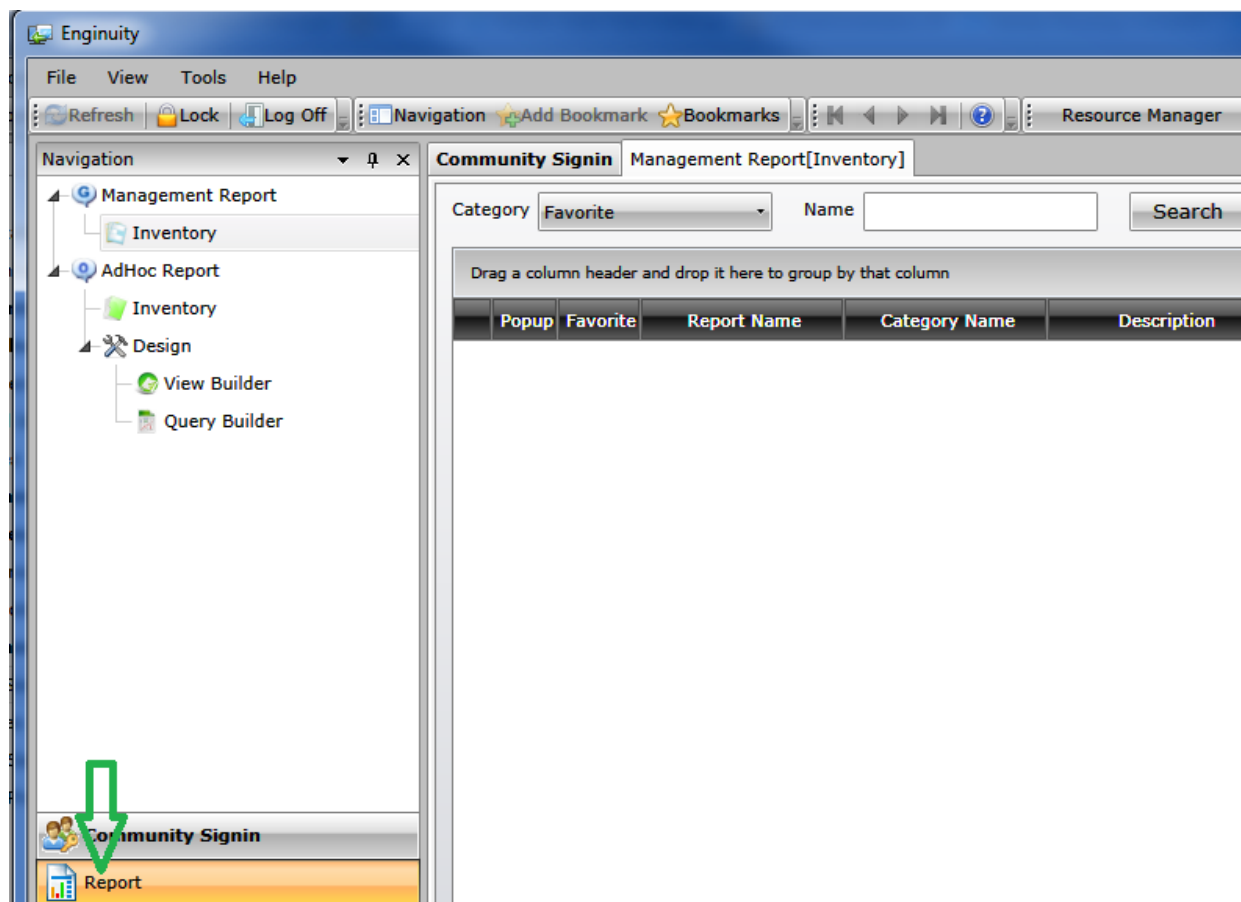
2. Click on **Report**. The Management Report / Inventory page will appear.

3. Change **Category** to **All** and click **Search**. You will see the **Consent Count Report** in the grid to the right.
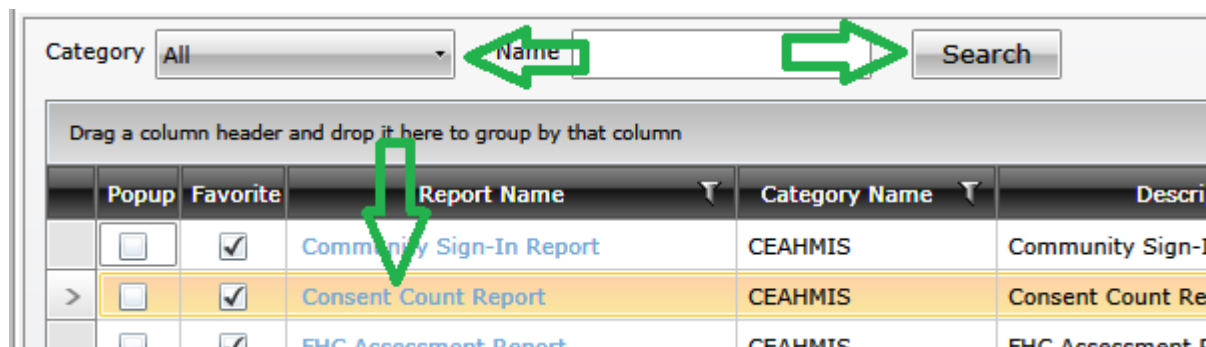
4. Click on the **Consent Count Report**. A new tab will open and the Parameter page will load.

4. Enter the **Start Date** and **End Date**. Click "**Set Parameters**" to run the report. To see the details of each client counted in the report, select **True** for **Drilldown**.

5. To export the report to Word, Excel, or PDF, click the appropriate button at the top.

Questions?

For Community Sign In Username and Password, or technical support, contact:
Karl Jenkinson – KarlJ@ccsww.org or 206-328-5920

For more information or to schedule training, contact:
Megan Gibbard – megan.gibbard@cehkc.org or 206-263-2974